

DRAWINGS  
FOR  
APPLICATION  
FOR  
UNITED STATES LETTERS PATENT

TITLE: ESTABLISHING COMMUNICATION BETWEEN A  
REMOTE AGENT AND AN END-USER

APPLICANTS: MICHEL BURGER AND ANNE HARDY

FIGURES: 1 through 2

SHEETS: 2

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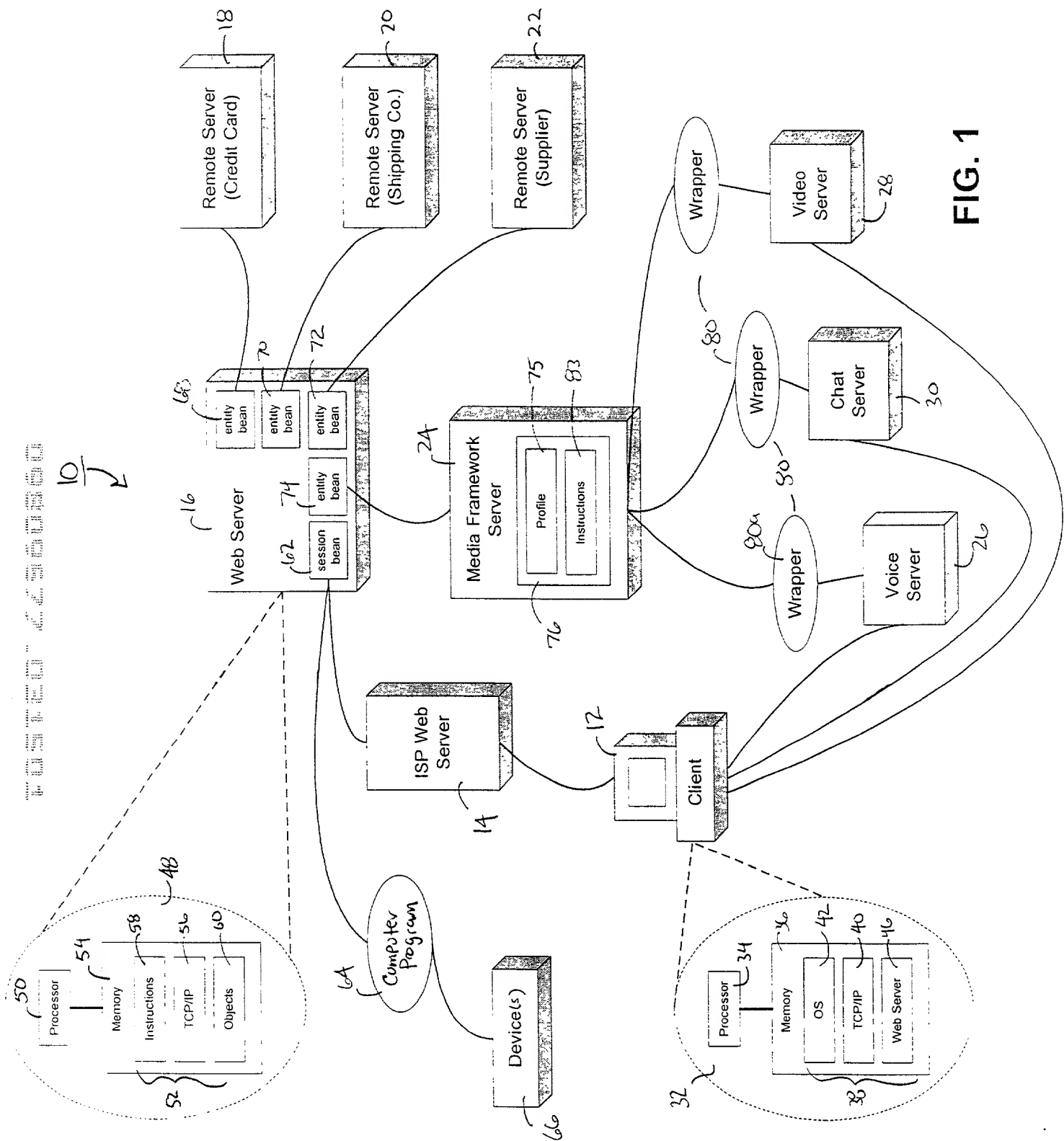
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RECEIVE END-USER  
CONTACT INFORMATION

84

STORE CONTACT  
INFORMATION IN  
PROFILE

86

RECEIVE  
COMMUNICATION MODE

88

PROVIDE CONTACT  
INFORMATION AND  
COMMUNICATION MODE  
TO COMMUNICATION  
SERVER

90

82  
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FIG. 2